

Clinical behaviors that enhance the outcomes of medical care

Cognitive
Negotiating priorities and expectations
Giving an explanation
Bringing a patient to a crossroads
Making suggestions
Educating the patient
Giving a prognosis
Affective
Conveying empathy
Encouraging emotional expression
Giving encouragement
Offering hope
Touching
Facilitating self-forgiveness
Giving reassurance
Behavioral
Emphasizing patient's active role
Praising desired behaviors
Suggesting alternative behaviors
Attending to compliance
Social
Using family and social supports
Using community agencies and other health care providers

Adapted from Lipkin M, Putnam S, Lazare A. *The Medical Interview*. Springer-Verlag, New York 1995.

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